



Job Description and Person Specification

Job details

Job title: Accommodation Officer

Grade: RT05, £32,076 - £33,945

Reports to: Temporary Accommodation Team Leader

Responsible for: N/A

Directorate and Service area: Housing Strategy and Solutions

Purpose of the job

The Council's Temporary Accommodation Service is responsible for the allocation, letting and management of a range of emergency and temporary accommodation solutions to homeless households including those with vulnerabilities and complex needs. It must also ensure that homeless households living in temporary accommodation are safe and supported, and able to move on from temporary accommodation to alternative suitable accommodation as quickly as possible.

The Accommodation Officer will work alongside 5 other Accommodation Officers, and a Tenancy Support Worker to support the Temporary Accommodation Team Leader in the management of the Temporary Accommodation Service. This will include handling enquiries, providing a responsive duty service, letting accommodation, visiting homeless households, and working with partner services and organisations to coordinate support to address any health, wellbeing and support needs.

Principal responsibilities

1. Support the Temporary Accommodation Team Leader to deliver the Council's Temporary Accommodation Service.

2. Allocate and let temporary accommodation properties to homeless households in accordance with procedures.
3. Work flexibly with team members on a rota/duty basis, including to respond to incoming enquiries via email and telephone, carry out lettings appointments and visits.
4. Provide a housing management service, responding to any issues or concerns and working with internal teams or partner services and organisations to resolve them (including support needs, antisocial behaviour, safeguarding concerns etc) or to withdraw temporary accommodation where required.
5. Ensure routine home visits and inspections of temporary accommodation properties are completed and reported, and remedial action is taken in relation to any concerns or occupation agreement breaches in accordance with procedures.
6. Update systems and databases to ensure that all information is recorded quickly and accurately to assist in the production of statistical information for performance monitoring and statutory returns.
7. Work with partner services and organisations and attend multi agency meetings in relation to homeless households living in temporary accommodation contributing to multi agency support/action planning.
8. Liaise with temporary accommodation providers in relation to supply, contract management and processing invoices / payments.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	A levels or show an equivalent capability	Hold a relevant housing qualification (e.g. BTEC) or show an equivalent capability.
Experience and Knowledge	Minimum 2 year's relevant work experience in a customer focused environment.	Experience of working in housing within a local authority, housing association or other organisation. Experience of working effectively in partnership with a range of stakeholders.
Ability and Skills	Good IT and keyboard skills, including the ability to use Microsoft Word and Excel. Excellent communications skills, written, verbal and negotiation. Excellent numerical skills. Ability to meet deadlines and prioritise workload in a fast-paced working environment. Ability to work as part of a team, organise tasks and work unsupervised.	Experience of working with vulnerable people. Experience of housing management practice. Experience of income collection and debt recovery processes.

Attributes	Essential criteria	Desirable criteria
	Well developed and wide-ranging negotiating and problem solving skills.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to a car for work.	